

Partnership Works!

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The DCLMPC Newsletter

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CO-CHAIRS:

Anthony A. Williams, Mayor
Government of the
District of Columbia

Joslyn N. Williams, President
Metropolitan Washington
Council, AFL-CIO

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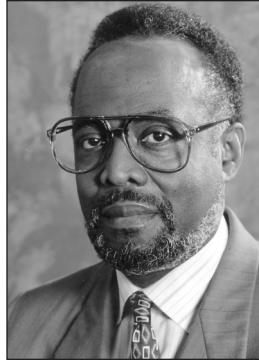
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Verna E. Clayborne
Director



A Message From The Co-Chair:

On October 8, 2003, the District of Columbia Labor-Management Partnership Council (DCLMPC) will host its sixth annual Labor-Management Symposium. This forum will present an appropriate opportunity to assess and evaluate our progress over the past year and to identify areas where we can improve and strengthen our partnerships. The theme of this year's Symposium is Moving Forward: Labor-Management Uniting for a Better City.

We now have 39 partnerships in various District government agencies, eleven of which were formed this fiscal year. Building on last year's Symposium theme of "Beyond Promise to Performance," the quality of the partnerships' projects has increased substantially. Many partnership councils have taken on projects that measurably increase the delivery of services to District residents and visitors, while also improving the quality of worklife for District government employees. This was never more evident than at the "Pothole" Awards Program held on June 23, 2003. The awards recognized ten groups that are demonstrating the value and impact of collaborative labor-management partnership efforts. These groups and their projects are described in articles in this edition.

These types of outcomes are the result of continued efforts to work together, communicate, and maintain respectful dialogue between labor and management. The goals of the District, its employees, and citizens cannot be met without the best efforts of both Labor and Management. When we work together, the sum is greater than the individual parts.

As we celebrate six years of progress at this year's Symposium, let us not forget that we still have room for improvement. We have embarked on a road of collaboration that is limited only by our willingness "to see things not as they were, but as we know they will be."

My Co-Chair, Mayor Anthony Williams and I hope you enjoy this year's symposium and we have every expectation that you will leave stimulated and that you will carry our message 'moving forward for the betterment of this city' to your co-workers, family and friends.

Sincerely,

Joslyn N. Williams, President
Metropolitan Washington Council, AFL-CIO

Spring 2003 Pothole Awards

By OLMP Staff

The First Pothole Awards ceremony was held on June 23, 2003. The idea for a "pothole" award was first introduced at the 5th Annual Labor-Management Symposium on October 8, 2002. Using the analogy of a pothole as a visible problem that impacts customer services, the District of Columbia Labor-Management Partnership Council (DCLMPC) announced that they would encourage partnerships in all city agencies to develop and implement initia-

tives which would: 1) significantly impact the delivery of services to customers; 2) demonstrate that the partnership maximized the use of its human resources and; 3) that the goals of their projects support the goals of the agency. An incentive of monetary awards to the best projects would be given at a Spring Pothole Awards Ceremony and again at the October 8th Labor-Management Partnership

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Spring 2003 Pothole Awards

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Symposium.

Ten partnerships submitted projects. They were:

The Metropolitan Police Department, The Department of Consumer and Regulatory Affairs, The Department of Health, The Water and Sewer Authority/Department of Maintenance Services, The Department of Housing and Community Development and five Department of Human Services



The DHS/IMA Partnership

partnerships - Rehabilitation Services Administration, Office of Early Childhood Development, Income Maintenance Administration, Office of Facilities Management and Family Services Administration.

Using the criteria set forth by the DCLMPC, three judges examined



The DHCD Partnership

the project submissions and determined that three partnerships had initiated projects which were deserving of monetary awards. Quite by coincidence, two projects received the exact numerical score, although the judging was done completely independently. The judges were: **Sandra Robinson, Director, Center for Workforce Development, Kathy McKirchy, Executive Director, Community Services Agency, Washington Metropolitan Council, AFL-CIO, and Ron Collins, Director, Office of Boards and Commissions.**

The Department of Human Services/ Income Maintenance

Administration (DHS/IMA) was the second place winner and won \$500. Their pothole effort was to improve customer service delivery, and at the same time improve customer and staff perceptions about the quality of those services.

The Department of Housing and Community Development (DHCD) won \$2,500 for their project to develop and implement a strategy to improve the agency's delivery of telephone customer service.

The Department of Human Services/Family Services Administration (DHS/FSA) also won \$2,500 for their pothole project to increase public awareness around the issue of adult abuse, neglect, and financial exploitation.



The DHS/FSA Partnership

THE DCLMPC Bids a Fond Farewell to John Koskinen

By OLMP Staff

The DCLMPC bids a fond farewell to recently retired City Administrator, **John Koskinen**, and welcomes his successor, **Robert Bobb**, who will join the DC Government in October.

During his tenure as City Administrator, Mr. Koskinen was a staunch supporter of the District's Labor-Management Partnership initiative. As **Mayor Williams'** representative, he worked closely with **Joslyn Williams**, the DCLMPC's Labor Co-Chair, and other members of the DCLMPC to shape the vision for the City's Labor-Management Partnership program and to promote the partnership concept among the District's senior managers, as well as offered an open and constructive perspective when conflicts arose.

During Mr. Koskinen's involvement with the District's Labor-Management Partnership initiative, the number of Labor-Management partnerships increased from less than ten to thirty-nine partnerships. Moreover, the partnerships have begun to take on increasingly more significant projects.

In addition to his role with the DCLMPC, he also supported the existence of the Office of Labor Management Programs as an operational unit in the City Administrator's office.

As a farewell gift to honor Mr. Koskinen's support of Labor-Management partnership, the DCLMPC presented him with a framed sculpture of the "Handshake" emblem that serves as the symbol for the District's Labor-Management Partnership initiative. The beautiful piece was crafted by one of

DC WASA's and AFSCME Local 2091's own, **Fernando Daza**. In addition to being a machinist at the Blue Plains Water Treatment Plant, Daza is an accomplished sculptor.

We thank John Koskinen for his exceptional service and wish him well as he moves to the next phase of his life. Likewise, we congratulate Mr. Bobb and look forward to building an even stronger Labor-Management Partnership during his tenure as City Administrator.



Director's Corner

The Office of Labor-Management Programs Hires New Director



On June 2, 2003, **VERNA E. CLAYBORNE** joined the staff of the Office of Labor Management Programs as its new Director. She has a long and distinguished history with the D.C. government in that she worked for the Department of Human Services for more than twenty years, most recently serving as the Acting Deputy Director for Operations along with her collateral position, Chief of the Office of Investigations and Compliance.

Prior to coming to the District government, she was employed in a number of positions with different federal agencies, including the Department of Labor, the Department of Interior, the National Commission for Employment Policy, and the Department of Agriculture. Specializing in the field of equal employment opportunity, she has been faced with and conquered many challenges to break down barriers which created a climate for employment discrimination to flourish. She brings vitality, personality plus and strong leadership qualities to this effort. When asked about her goals for this important initiative, she responds "we're going to bring people together to do big and small things and have fun doing it". Ms. Clayborne believes that the labor management initiative will be the legacy on the human side of the equation that Mayor Williams will leave to this city.

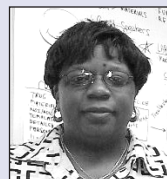
JEWELL RYAN-WHITE joined the OLMP staff on July 14, 2003 as a Labor-Management Program Specialist. She has an extensive labor-management relations background serving as a labor representative and President of the Communications Workers of America, Local 5011, and she is a Certified Arbitrator with the National Panel of Consumer Arbitrators. Ms. Ryan-White trained 1200 college students who subsequently were responsible for media production for the 1996 Olympics in Atlanta, Georgia. She also has an impressive background in public relations and telecommunications. Ms. Ryan-White will, along with other duties, be responsible for the Partnership Works Newsletter, most of the facilitation activities for the annual Labor-Management Partnership Council symposiums and other outreach activities. A hard worker and always task oriented, she is a great asset to the OLMP team.



BEN VAN HOOSE, Program Analyst has served longest with the OLMP Office. He joined the staff in December 2001 and has principal liaison responsibility with the agency partnerships, particularly encouraging the formation and initial orientation of new partnerships throughout city agencies. He has a 21 year history with DC government, having spent most of his career at the Department of Health. He also worked directly with local labor where he spent 10 years as an Executive Officer with AFGE, Local

383. Mr. Van Hoose will complete a Masters Degree in Information and Telecommunications Systems Management in November 2003. He is very committed to the Labor-Management Partnership effort and works extremely well with our labor partners.

JEUNINE EDMONDS, Staff Assistant has worked in the District Government for over 10 years. She served as Executive Assistant to the Chief of the Office of Investigations and Compliance, DHS for many years. In her new role with the OLMP, she provides principal support and coordination for the administrative duties of the office. She is the principal initial point of contact for all our partners and stakeholders and the "glue" that keeps it all together. Ever dedicated and organized, Ms. Edmonds has learned to juggle many important balls at the same time without dropping any of them. We welcome her skills.



Also working with the OLMP staff:

DARRELL HARVEY - Consultant with the George Washington University Center for Excellence and Municipal Management is assisting with the design and production of the 6th Annual Labor-Management Partnership Symposium.

CHARLENE DAVIS - a Program Training Specialist with the Income Maintenance Administration and an Educational Coordinator for AFSCME Council 20 is on detail to OLMP to work on flushing out the LMPC's role in the D.C. Citizen Summit III on November 1, 2003, and our continuing involvement with their ongoing planning process for future Summits.

DOES Partnership

By Jaime Robinson

The Department of Employment Services (DOES) AFGE-DOES Labor-Management Partnership Council is unique in that it is the city's oldest established labor-management partnership initiative. In 1991, AFGE Local 1000 (hereinafter union), in collaboration with DOES management, formed this city's first Labor-Management Partnership. In June 1993, the union president, **James Seawright**, at the invitation of then **Labor Secretary, Robert Reich**, attended the first Reinventing Government Retreat. Over the years, numerous DOES administrative changes and serious fiscal problems adversely impacted the DOES Partnership initiative.

However, the department's Partnership is now up, running, and invigorated. Employees learned that DOES Director **Gregory Irish** was committed to the long-term goal of transforming DOES to a nationwide model, that employment services was (and is) a calling for him and not just a job, and that he wanted an effective and empowered Partnership with the agency's employees. **Gregory Irish** and **James Seawright** leveraged their personal resolve and became committed co-chairs of the DOES Partnership Council.

The co-chairs then selected a strong team. The team deliberately represents a varied mix in age, gender, influence, position, talent, viewpoint, and agency involvement, and is evenly divided between union and management. The team selected a simple mission statement of "creating an efficient and fair work place." The vision statement became the "creation of an organizational culture committed to making a do-no-harm, positive, and uplifting difference in the lives of its customers and its employees with the ultimate goal of nurturing opportunity for all." Both are easy to explain to all employees.

Establishing a Partnership Council newsletter and logo solved the employee communication problem. Finally, and most importantly, an ever-expanding base of DOES employees is efficiently tackling department challenges with guidance from the AFGE-DOES Labor Management Partnership Council.

DC Child & Family Services Agency Labor-Management Partnership Council

By Patrice Williams

The establishment of the Child and Family Services Agency (CFSA) Labor-Management Partnership Council reflects a commitment between management and labor to work together to improve the work environment for all employees, the services provided to the District's most vulnerable children and families, and ultimately, the image of the agency.

Council membership includes managers, union leaders, and frontline workers committed to creating a work environment that is less adversarial and more conducive to partnering for positive change. The Agency Director and the Union Vice President serve as co-chairs of the Council which meets monthly to discuss issues and explore solutions.

The CFSA Labor-Management Partnership Council recently established a Health & Safety Subcommittee to identify and address employee concerns about working conditions. While working toward solutions of those issues, this subcommittee will also ensure that all voices in the agency are heard, and that the relationship between management and labor in this process remains positive.

CFSA wants to be the District's "Employer of Choice" because attracting and retaining a diverse array of qualified, talented employees is critical to meeting agency performance goals. Our Labor-Management Partnership Council will play a key role in making CFSA the kind of place where people want to work.

Youth Services Administration Labor Management Partnership Committee

By Jacque Peters

The Youth Services Administration Labor Management Partnership Committee was formed in 2002. YSA was encouraged to form this committee even though the relationship among labor and management was challenging. Unwilling to accept defeat, both labor and management representatives united to successfully form the YSA LMPC. The committee has been meeting on a regular basis (the third Thursday of each month) and functioning as a viable entity. The committee recently held Forums on Emergency Preparedness. These forums were open to staff, vendors and the community-at-large. The agency received glowing reviews for the information provided. Forum segments included updated information about Severe Acute Respiratory Syndrome (SARS), Smallpox, the District's Risk Management Initiative and City-wide Emergency Preparedness and YSA's Emergency Preparedness Plan.

To date, despite the change in agency leadership, the committee continues to function successfully for the betterment of the agency and the community. YSA's **Acting Administrator, Ms. Leticia Lacomba** has fully embraced the work of the committee and has pledged her full support. Youth Services Administration Labor Management Partnership Committee members are: **Charles Akinboyewa, Leticia Lacomba, Dan Nelson, Robert Miller, Jacque Peters, Maurice Shaw, John Stevenson and John Walker.** The committee is eager to continue its journey toward strengthening relationships, educating YSA staff, and serving the population and community.

For more information, please contact **Jacque Peters, Management Co-chair**, at 240-456-5044.

New Partnerships

- Department of Employment Services (DOES)
- Department of Human Services/Youth Services Administration (DHS/YSA)
- DC Department of Transportation/Public Space Management Administration (DDOT/PSMA)
- DC Department of Transportation/Infrastructure and Project Management Administration (DDOT/IPMA)
- DC Department of Transportation/Traffic Services Administration (DDOT/TSA)
- DC Department of Transportation/Transportation Policy and Planning Administration (DDOT/TPPA)
- DC Department of Transportation/Urban Forestry Administration (DDOT/UFA)
- Water and Sewer Authority/Department of Sewer Services (WASA/DSS)
- Water and Sewer Authority/Department of Facilities Management (WASA/DFM)
- Office of the Chief Financial Officer (OCFO)
- Department of Human Services/Office of Information Systems (DHS/OIS)



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